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<b>SERIAL NUMBER</b> 09/748,069	<b>FILING DATE</b> 12/22/2000 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2642	<b>ATTORNEY DOCKET NO.</b> 12658SSUS01U
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## APPLICANTS

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\*\* CONTINUING DATA \*\*\*\*\* *N/A*

\*\* FOREIGN APPLICATIONS \*\*\*\*\* *N/A*

IF REQUIRED, FOREIGN FILING LICENSE

GRANTED \*\* 05/03/2001

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 6	<b>TOTAL CLAIMS</b> 37	<b>INDEPENDENT CLAIMS</b> 5
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance <i>W</i>				
Verified and Acknowledged	Examiner's Signature	Initials		

## ADDRESS

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## TITLE

Network spanning heterogeneous call center and method of operation

<b>FILING FEE RECEIVED</b> 1306	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees ( Filing )
		<input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )
		<input type="checkbox"/> 1.18 Fees ( Issue )
		<input type="checkbox"/> Other _____
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